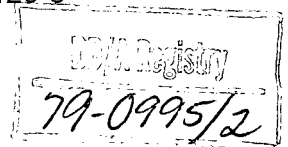


**CONFIDENTIAL**

21 MAR 1979

MEMORANDUM FOR: Deputy Director for National Foreign Assessment

FROM : Don I. Wortman  
Deputy Director for Administration

SUBJECT : Handwritten Corrections on Headquarters  
Originated Cables and Telepouches

REFERENCE : DDA 78-4274, dated 9 November 1978

1. The problems relating to handwritten corrections on Headquarters originated cables and telepouches are outlined in the referent memorandum. In this memorandum, we also asked for your assistance in reducing handwritten corrections; to date there has been no improvement. A survey of 2,879 messages sampled in January 1979 revealed that handwritten corrections appeared on 60.88 of the cables and telepouches prepared by all Directorates.

2. The attached breakdown for NFAC shows that 108 of the 151 messages originated during the three day survey had one or more handwritten corrections. Handwritten corrections cannot be processed by the Optical Character Reader; therefore, each occurrence requires the stopping of the automatic reading process and manual insertion of the handwritten information, plus all other valid typed text on the same line as the correction. At best, this is a tedious, time consuming process and requires careful and controlled operator actions. In the time required to process each handwritten insertion, the OCR can process one complete page of clean text. The number of corrections to each message compounds the delay of the NFAC's traffic as well as that of the other Directorates. To minimize the need for handwritten corrections it is strongly recommended that cables and telepouches be coordinated in draft whenever possible.

**AUTOMATICALLY UNCLASSIFIED WHEN  
SEPARATED FROM ATTACHMENT.**

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SUBJECT: Handwritten Corrections on Headquarters Originated  
Cables and Telopouches

3. The Agency is faced with position and personnel reductions yet our electrical correspondence continues to increase. If the trend continues, conceivably there will be a further degradation in service. In order to provide you with the best service possible, we need your help. Additional surveys will be conducted periodically. If improvement is not realized during the April 1979 survey, I will instruct the Headquarters Signal Center/Cable Secretariat to return selected routine cables and telopouches, with handwriting, to the originating office for retyping.

4. Your cooperation in this matter will be deeply appreciated.

Don I. Wortman

Attachment:  
As stated

ORIGINATOR:



10 APR 1979

25X1

Director of Communications

Distribution:

- Orig. - Addressee w/att
- ② - DDA w/att
- 1 - return to D/CO w/att

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DIVISION or STAFF	MESSAGES/ TELEPOUCHES PROCESSED	MESSAGES/TELEPOUCHES WITH HANDWRITTEN CORRECTIONS	TEXTUAL CORRECTIONS	ORIGINATION/ DISSEMINATION CORRECTIONS
CS	71	58 or 81.7%	49 or 69.0%	9 or 12.7%
OWI	37	35 or 94.6%	33 or 89.2%	2 or 5.4%
OCO	29	12 or 41.4%	11 or 37.9%	1 or 3.5%
NFAC	8	2 or 25.0%	2 or 25.0%	0
RES	2	0	0	0
OSR	2	1 or 50.0%	1 or 50.0%	0
OSI	1	0	0	0
ADMIN	1	0	0	0
TOTALS:	151	108 or 71.5%	96 or 63.6%	12 or 7.9%

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